

Question Number	RFP Section	Bidder Question	State Response
Q&A Set 1 - April 30, 2007			
1.	6C	Will the State consider both a complete premise-based solution or a solution hosted by a third-party as acceptable alternatives?	The CCNPAU solution may be a premise-based solution or a solution hosted by a third-party. See the RFP Section 6B.4.8 (CCNPAU Production Environment) for related requirements. The CCR Business Intelligence, pre-production, and production computing environments will be hosted by DTS. See the RFP Section 6B.4.9 (CCR System Production Environment) for related requirements. A forthcoming RFP addendum will clarify.
2.	6B	Will the State consider a phased-approach that begins with the solutions currently in place for UI call center operations and phases-in requirements of RFP OSI 7100-181 over a selected timeframe?	A phased approach is required, but the approach should ensure the system will deliver a return on investment as early in the project as possible. See the RFP Section 6B.1.1 (Implementation Plan) and requirements 8, 9, and 12 for additional information. Additionally, a phased approach should not substantially deviate from the production releases outlined in the RFP Section 6B.10 (Production Releases).
Q&A Set 2 - May 11, 2007			
3.	6E	Please clarify whether you are referring to the proposed Business Rules Engine and Framework (such as Blaze or iLOG), or Business Solution Framework in the following requirement. "The Bidder must provide at least three (3) references of client implementations of the Bidder's proposed Business Rules Framework (BRF) product."	The RFP Section 6E.1.1.1, Requirement #4 refers to the Business Rules Framework (BRF) product to be installed for the UIMOD project (6E.1.1.1, Requirement #4). The references need to be for organizations that have implemented the same product. It is not necessary that the references be customers of the Bidder but cannot be owned by the Bidder or own the Bidder company. A forthcoming RFP addendum will clarify.
4.	5.13	The productive use requirement as presented is not clear. For example, what is meant by "components?" Does this apply to the Integrated Development Environment (IDE), testing software, and other development tools? Database and web servers? What is the process for providing productive use customer references? What information is required for the reference?	Examples of components are described in Table 5.2, Categories 1 and 2. Productive use requirements only apply to the production environment and are not applicable to test environment hardware and software. Refer to RFP Section 5.13.1 for the required productive use reference information.

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5.	6A.3.2	Requirements 50 and 56 imply that the contractor will provide cost data throughout the project. Given that this is a fixed price effort, please explain the rationale for requesting this information and the state's expectation of the type of information to be provided.	The rationale for specifying any of the cost requirements in the RFP is to ensure the winning contractor will commit to manage costs in compliance with best practices defined by the standards specified in the RFP for Cost Management.
6.	6B.11.1	Requirement 359 states, that for the duration for the contract, routine system upgrades are to be provided. How does the state define routine upgrades? Dot releases? Major releases? The requirement is somewhat ambiguous as written. Could you please provide further clarification?	Because of the duration of the project, there is the risk that some components will warrant upgrading. Patches, particularly security patches, are obvious candidates. As an example of an upgrade: assuming SAV (antivirus), which is now at 10.0.2.2002, should come out with 11.0 and the department starts migrating to it, it would be expected that the project would upgrade as well.
7.	6C.4	Fifth paragraph states that the contractor must "provide evidence of their ability to produce..." This statement as written is not clear. Please provide clarification on the type of evidence desired and how you would like this evidence provided.	The paragraph referenced is not a Bidder requirement and will be clarified in a forthcoming RFP addendum.
8.	6C.4.5	Requirement 452 indicates that EDD is currently evaluating data mining tools and that the tool selected will be specified by EDD at the time of implementation. Does this imply that EDD will be responsible for procuring the tool? If not, we request guidance on how we should address this tool in the cost proposal. In addition, it would seem that EDD will need to specify this tool much sooner than at the time of implementation if the tool is to be implemented with the rest of the solution.	The data mining tool will be specified in an upcoming RFP addendum, and EDD will be responsible for procuring this tool.

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9.	6D.1	This section lays out a detailed deliverable review and acceptance process. How will the EDD ensure that reasonableness is applied in this process? For example will the state ensure that all reviewers of a deliverable participate in the initial review and that their review is comprehensive? How will the state prevent different reviewers from entering the review cycle at different times resulting in multiple and inconsistent reviews?	The UIMOD Project Office has developed a Quality Management Plan that defines the review and acceptance process, and establishes a Quality Manager to oversee this process. Bidders can access this document in the Bidder Library, in the UIMOD Project Office Management Plans folder.
10.	6A	Requirement 134 requires the Contractor to report trends on metrics for each monthly build. Please clarify the Project used as an example in item "B": "Open Defects by type of coding project (e.g. # of open defects in checkpoint release 5, in the Visual Studio Data Access Components Project.) Which project is referenced here?	Requirement #134 applies to the CCNPAU and CCR sub-projects. The example will be revised to read, "(e.g., # of open defects in checkpoint release 5)". A forthcoming addendum will clarify.
11.	6D.2	In table 6D.3, "Other Cost Reports" are listed as a deliverable. The type of report desired is not clear. Please provide a description of this deliverable. Could the state also describe the purpose of this deliverable relative to a fixed price contract?	It is the expectation of the State that the bidder will propose what "Other Cost Reports" will be included based on the requirements specified in RFP section 6A.3. The rationale for specifying any of the cost requirements in the RFP is to ensure the winning contractor will commit to manage costs in compliance with best practices defined by the standards specified in the RFP for Cost Management.
12.	6D.2	Table 6D.19 indicates that use cases will be delivered in Visio format. Please confirm that this refers to the use case diagram(s) and that the actual use cases will be delivered in MS Word format.	This is correct. The diagrams will be delivered in Visio, and the actual text will be delivered in MS Word format. A forthcoming RFP addendum will provide clarification.
13.	6E.1.1.1	For Requirement #2, must all of the items (a through i) be met within three references?	No. Requirement #1 requires the Bidder to provide at least three (3) customer references but does not limit the number of customer references a Bidder can provide for validation of experience as it relates to items a through i of Requirement #2. The number of customer references provided would depend on how many items each reference could validate.

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14.	6E.1.1.1	For Requirement #3, how would a vendor not receive a passing grade? Will the experience presented in this requirement be scored?	The Bidder must address this requirement by either providing a list, in the required format, of all UI-related work within the last seven years or by indicating that they have not conducted any UI-related work in the last seven years. Failure to address the requirement would result in a 'fail'. There is no score (point value) assigned to this requirement, however Requirement #6 allows for a maximum of 35 points for experience on two or more UI Information Technology projects.
15.	6E.1.1.1	For Requirement #4, must the three Business Rule Framework (BRF) references be the same references used to meet Requirement #2?	No. The three BRF references for Requirement #4 may be different from those provided to meet Requirement #2 and may not have even been the Bidder's clients. The Bidder must provide at least three organizations that have implemented the Bidder's proposed Business Rules Framework (BRF) solution. The organizations must be external to Bidder's organization and may or may have not been the Bidder's client. A forthcoming RFP addendum will clarify.
16.	6E.1.1.1	Must the projects provided for Requirements 6 through 12 be one of the three references listed under Requirement #1?	The same project may be used to meet multiple requirements, however, the projects provided for Requirements # 6 through #12 do not have to be the same as the references provided for Requirement #1.
17.	6E.3.1.1	Requirement #182 requires the bidder to submit a cost baseline as part of the work plan. Please provide guidance on how the information should be provided given that cost data must be submitted under separate and sealed cover.	RFP Section 6E.3.1.1 Requirement #182 will be updated to remove the cost requirement as follows: "The Bidder shall trace their labor hour baseline to the proposed WBS".

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18.	11.2	Could the state please clarify and specify when liquidated damages will be assessed? Given the importance of this provision, specific information on applicability is requested.	<p>See the RFP Sections 6B.10 (Production Releases) and 6B.11 (Production Support Requirements) for information on production support requirements between the time of the first production release and successful completion of system acceptance.</p> <p>See the RFP Section 6B.11.3 (Additional CCNPAU Service Level Requirements) for details on Level One and Level Two Service Level Requirements. Damages are assessed when maximum allowable response times are exceeded.</p> <p>As an example: If during the production support phase there is a Severity Level One loss of service, the contractor will be required to resolve the problem within eight (8) hours of the initial call reporting the problem. For each hour and fraction of an hour that the problem is not remedied after eight (8) hours of the initial call reporting the problem, liquidated damages will be due for each site affected until the problem is remedied.</p>
19.	6C	How many employees work in the 7 existing call centers? What is the breakdown of those employees by function (e.g., call center specialist, technical support, etc.)?	See RFP Section 6C, Table 6C.2 (Staffing and Phones).
20.	6B.9.9	The RFP states that the number of call centers will increase from the existing 7 to 15. Will additional personnel be hired/transferred-in who will require training on the new system capabilities?	See RFP Section 4.1.1.1 (UI Vision for CCNPAU). The new call center solution will be expanded to the existing eight Primary Adjudication Centers, increasing call answering capacity to 15 total call centers. It is not anticipated there will be significant hiring or transfers to staff the call centers. Refer to RFP Section 6B.9.9 (Knowledge Transfer and Training) for additional information on training requirements.

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21.	6B.9.9.2	Will EDD provide training facilities (classrooms, PCs, equipment) or will the bidder need to include those costs in the proposal response?	EDD will provide the training facilities (classrooms, PCs) See RFP Section 6B.9.9.2 Requirement #300
22.	6B.9.9.2	Does EDD/OSI have the technical infrastructure to support web-based training or will the bidder need to include those costs in the proposal response?	Yes, EDD has the technical infrastructure to support web-based training but it may need to be expanded. See RFP Section 6B.9.9.2, Knowledge Transfer/ Training Environment.
23.	6A	Requirement 134 states that UIMOD requires the Contractor to report trends on metrics for each monthly build. Please clarify the Project used as an example in item "B": "Open Defects by type of coding project (e.g. # of open defects in checkpoint release 5, in the Visual Studio Data Access Components Project.)" Which project is referenced here?	This is a duplicate question. See State response to question #10.
24.	11	In Section 11; 11.2.17 Workforce Investment Act. This section is referenced as the process to be invoked should a Deliverable revised corrective action plan be rejected by the state, resulting in the UIMOD Contract Dispute Resolution. However, 29CFR95 Appendix A and 29CFR97.36 are not accessible on the Code of Federal Regulations. Can you please provide a summary of this code for our clarification and understanding?	The reference should be 11.2.15., Dispute Resolution. A forthcoming RFP addendum will clarify.
25.	6E.3.1.1	The RFP requires a resource loaded project plan that includes EDD staff. Based on past experience, we can make recommendations on EDD's participation. However, it would be helpful if EDD could provide their expected staff participation for this effort. Please provide the number of resources available for this effort by role, including their percent availability over the 3 year duration of this effort.	RFP Section 6E.3.1.1 Requirement #180 currently requires the bidder to fully resource MS Project with Bidder and state resources. A forthcoming RFP addendum will modify Requirement #180 to remove the requirement for Bidders to include state resources.

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26.	6E.4.5	Requirement 235 of Section 6E states that the Bidder must describe its approach to Knowledge Transfer, which should address the training goals/standards and the specific plan for training technical personnel and end users. What training and knowledge can we expect the state staff to have prior to the project? For instance, will State staff be versed in the development tools that the RFP dictates and it will be our responsibility to train on project specifics (such as project templates, approaches, and coding standards)? For non-technical staff, what training will they receive before joining the project? Will they have some rational and design training prior to the project, or is the contractor responsible for that training?	<p>The State technical staff will have the required skill sets to interact with the Contractor. The technical staff will also have the appropriate level of knowledge on the development tools specified by the EDD.</p> <p>The non-technical staff will not receive any EDD training prior to joining the project. These staff will not have rational or design training either and it is not the State's expectation that the Contractor will provide rational or design training to non-technical staff. See Section 6B 9.9.9 for training requirements.</p>
27.	6A	The RFP requires the Bidder to trace their labor hour baseline to the proposed WBS. Please provide more detail on what this requirement specifically requires.	The State requires the Bidder to associate their proposed labor hours to their proposed tasks, and (in turn) to associate each of their proposed tasks to their proposed WBS elements.
28.		The RFP indicates: "In addition, the project includes the development of a system to mine and report on data across multiple information sources." Please list the information sources being referred to. Also, are the information sources all relational databases or will Mainframe "flat-files" or VSAM files be included? Is it EDD's intention to extract the data from the multiple information sources to one common database environment? If so with what frequency will the extraction occur? Does your current batch schedule provide enough time for the extraction to happen after business hours?	Data extracted from the system for reporting purposes must trail the transactional system by no more than 24 hours. The RFP will be modified to address this issue in a forthcoming addendum.

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29.	6C.6, #3	The RFP describes "specific functionality for fraud deterrence in the payment related functions". Have specific fraud deterrence and detection approaches been developed? Have specific data cross matches been identified?	RFP Section 6C.6, #3 is a general description of the system requirements. Specific fraud conditions can be shared in the confidential discussions (this is sensitive data) but the general capability is described in section 6C.1.3.29.
30.	6C	The RFP indicates: "The System will handle all payments, including replacements and adjustments" Please describe the interaction between the new CCR application and the existing legacy application that will trigger adjustment payments or replacement payments. Specifically, will the legacy system be responsible for determining overpayments and underpayments based on monetary changes and non-monetary determinations and then interface the results to the CCR so that payments can be made?	See RFP Sections 6C.1.3.21, 6C.1.3.22, 6C.1.3.23 and 6C.1.3.24. The system must be able to process replacement and adjustment payments based on information entered into the system. Overpayments, monetary recomputations and administrative law judges' decisions will continue to be external to CCR however information must be passed to the CCR system if there is a change in the amount of benefits to which a claimant is entitled or a replacement is necessary. The use case #75, Process Decisions is the proposed manual interface where staff can record the source of the decision, identify weeks involved (when needed) and have the system calculate the necessary payment reflecting appropriate reductions. Replacement checks have their own use case and separate rule set for applying reductions.
31.	6C.4	The RFP describes the need for "data dashboards". Is it the intention of EDD to implement a data warehouse utilizing business intelligence tools for this purpose?	Yes. The scope of this project currently requires the selected Bidder to be responsible for providing Data Warehouse, "dashboard" style reports, and other ad-hoc, end-user reporting. See RFP Section 6C.4.

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32.		The RFP describes the need for web content management as part of the scope of the CCR project. Does EDD have a preference for third party content management software? What purpose are you expecting this tool to fulfill?	See RFP Section 6C.1.3.30-- Publishing Content Use Case Functional Requirements. See RFP Section 6C. 1.3.31 Web Correspondence Use Case Functional Requirements for the purpose EDD is expected to fulfill. Further details will provide clarification in a forthcoming RFP addendum.
33.	6C	The RFP describes the need for the continued claims application to handle claim re-opens. Will this process include taking Additional Claim applications or will individuals who need to file Additional Claims be routed to staff or an existing application process?	The continued claims process includes Additional Claims. (see RFP 6C.1.3.16 Additional Use Cse Funtional Requirements)
34.	6B	You have provided a great deal of detail documented in use cases in the RFP. Are the use cases the entire scope of functionality to be built during the project? Will we have an opportunity to revisit them jointly to confirm the functionality and potentially suggest other efficiency improvements that would not affect the contract amount?	The Contractor will construct new use cases with the UIMOD team after contract award. See Section 6B.7.1
35.	6E.4.1	Requirement 210 states "The Bidder will describe the reporting capabilities of the proposed solution, specifically addressing real-time, operational reporting capabilities as opposed to the ad-hoc reporting capabilities provided by a data warehouse populated with UCD data." Is this referring to IVR reporting only or IVR reporting and Continued Claims reporting?	Requirement #210 is referring to the proposed Unified Call Distribution System (UCD) solution, and the need for real-time reports for operational needs.
36.	6E.4.2	Please clarify what you are expecting in the 'Business Objects' requirement (216 of Section 6E).	Bidders are required to present the major business objects, in Microsoft Object Role Model (ORM) conceptual model format, including attributes and objects relations.

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37.	6E.4.2	For requirement 215, Business Workflow, are you looking for a description of the workflow product incorporated into the proposed solution (such as Infolmage or FileNet)? Or does it refer to something else?	The technical description should include the proposed workflow product capabilities and specifically state/event management features.
38.	General	Should any leasehold improvements be factored into the costs for components of the infrastructure?	The question requires clarification (e.g., examples) of leasehold improvements in order to be answered.
39.	General	Should the costs for contractor workstations as well as State-employee workstations be included in cost worksheets VII-B (hardware) and VII-C (software), or just contractor workstations?	See RFP Section 11.2.9 (Special Furnished Items). The contractor shall use State-supplied workstations and software to deliver products required under the contract. These costs should not be included in the cost worksheets.
40.	General	Can EDD provide additional and a more detailed network infrastructure diagram of the current environment?	The information provided is the most current and accurate depiction of the network infrastructure. If additional information and detail becomes available, a RFP addendum will be issued.
41.	General	Would the warehouse being implemented in this initiative house data from other Enterprise sources not a part of this initiative (such as the UIS system)?	Yes, however the Contractor is only responsible to populate the data warehouse with the CCR and CCNPAU data.
42.	6C, Req. 94, FCTN916	For the purposes of this requirement, can it be assumed that the phrase "personalized, printed form" applies to pre-filling a form with SSN, first name, last name and other identifying information?	Yes, for the purpose of this requirement, the phrase "personalized printed form" would include the SSN or identifying number, first name, last name and other indentifying information off the claim.
43.	6C.5.3, Item #3	With the phase-out of leases for existing equipment, does EDD have a preference on whether they would purchase or lease equipment as part of the proposed solution?	The intent of this text is to convey that all current UCD equipment will be replaced as part of the UIMOD project. Whether the UCD equipment is purchased or leased will be specified as part of the Bidder proposal.
44.	6C, Req. 623, FCTN 1249	Does the specified capacity of 50 2-minute voicemail messages include staff voicemail, or just voicemail from the inbound call center?	The capacity of 50 2-minute messages includes messages from all sources (internal messages/voicemail from other staff, messages transferred between staff, and messages left by external callers).

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45.	6C, Req. 682, SUPP56	Is there any specific requirement as to the physical type of media used for the backup of business critical data for this requirement?	The specific requirements will be clarified in a forthcoming RFP addendum.
46.	6C, Req. 713, SUPP89	For the purposes of this requirement, can we assume that it is referring to network devices which do not otherwise have a specific requirement for a static IP address (refer to Section 6C, Requirement 714, SUPP102)?	Yes.
47.	6C, Req. 743, SUPP144	Does EDD have any specific preferences for the "security conventions" required in this item, or can the vendor implement industry best practices for network security to satisfy this requirement?	A forthcoming RFP addendum will clarify "security conventions".
48.	6C, Req. 761, SUPP158	Does the EDD have any current network VPN devices which they would prefer to reuse, or should the vendor assume that all new equipment must be procured?	The DTS is currently providing VPN services to the EDD network. The EDD does not have it's own VPN service.
49.	6C, Req. 852, SUPP338	Can EDD provide a more detailed definition of the use of the phrase "component parts" within the context of this requirement?	The intent of this requirement is to prohibit a "field upgrade" from being a complete replacement of the entire system. This requirement will be clarified in a forthcoming RFP addendum.
50.	6C, Req. 907, SUPP790	Which user groups does the use of multi-factor authentication apply (i.e.. applicants, agents)?	The multifactor authentication applies to the public customers (e.g. claimants, employers, training providers).
51.	6E, Req. 204	Should disaster and recovery options which are mentioned in the SEMP be included in the cost proposal?	All costs related to the Bidder's solution, including the Maintenance and Operations Plan detailed in Section 6E, Requirement #204, need to be included in the Cost Proposal.
52.	General	Can EDD provide additional details regarding their monitoring, auditing and logging requirements including their planned data retention timeframe policy?	All related requirements are in RFP Section 6C. Please provide specific questions for specific requirements.
53.	6B.4	Requirements for the CCNPAU, CCR, and BI environments are provided. Could you please provide the production environment requirements for the content management system portion of the solution?	The solution will be hosted by the EDD. A forthcoming RFP addendum will provide clarification.

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54.		We note that data conversion is part of the UI Mod project. However, we were not able to identify specific details of the expected conversion effort. Could you either direct us to these details in the RFP or provide specific details on which data sets will require conversion and the quality of the data that must be converted.	The EDD will be responsible for exporting the data from the mainframe system, and cleansing it. The Contractor will be responsible for importing cleansed data, and for managing the resources required to perform data conversion. A forthcoming RFP addendum will provide clarification.
55.	6C.2.2.1	The RFP states that all interfaces must be maintainable by EDD personnel. Can you please define what is meant by maintainable? How will the state test to see if this requirement is met?	It means that the EDD staff will have sufficient documentation for interfaces; interfaces will have usable configuration/administration which can be changed/reconfigured by EDD personnel; and all interfaces will have logging and tracing.
56.	6C.6.8.3	For requirement 1041, please confirm that DTS can support an environment that provides 99.90% availability.	The quoted availability applies to the scheduled up time. Scheduled maintenance time is excluded from the 99.9 availability. For instance if a weekly four hour maintenance window is established then the 99.9% applies to the 164 hours (7 days x 24 hours minus 4 hours) instead of the total 168 hours for the week. The EDD will be responsible for ensuring that the DTS supports 99.90% availability.
57.	4.1.1.2	The RFP states ".... Real time data "dashboards" will provide managers access to a collection of important business statistics in real-time, so that decisions can be made immediately as business conditions change." Does the state envision the Contact Center UCD and IVR to react to business condition changes automatically based on historical or real time data?	As stated in RFP section 4.1.1.2 (UI Program Vision for CCR), the data available in the CCR System will allow EDD to construct a more robust reporting System which will operate in multiple ways. The State expects managers to use this information for operational decisions, not decisions related to the system. The UCD is expected to react to business conditions as outlined in RFP Section 6C, Requirement #s 569-571, and 585 to ensure system availability.

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58.	4.1.1.4	The RFP states "All applications built for UI will address current project scope and position EDD for the future. For example, during the detailed CCR System design and development, all data models and business rules involving eligibility must be accounted for to address current needs, plus create placeholders for anticipated future functionality. Several projects (e.g. Internet Initial Claims and Adjudication Automation) and initiatives (e.g. Direct Deposit) have already been identified. All future applications will add on to the CCR 'core' established during the UIMOD Project." In future considerations the topic of switching infrastructure is not mentioned. Does the state anticipate that any solution offered should operate in a hosted or premise based architecture? Should the contact center be able to operate on various switching platforms such as Centrex, Digital circuits (T1,DS3) or voice over IP?	The CCNPAU solution may be a premise-based solution or a solution hosted by a third-party. See the RFP Section 6B.4.8 (CCNPAU Production Environment) for related requirements. The CCR Business Intelligence, pre-production, and production computing environments will be hosted by DTS. See the RFP Section 6B.4.9 (CCR System Production Environment) for related requirements. Also see RFP Section 4.1.2.
59.	4.1.2	The RFP States "... Voice over Internet Protocol (VoIP) is the chosen technology to transport the calls." Please define the scope of transport. Is this the management of calls from Edge to Agent or Contact Center to Contact Center?	At a minimum, this means that each contact center will utilize a fully VoIP call infrastructure. As one unified, virtual contact center (comprised of up to 15 physical centers) all of the infrastructure for the virtual contact center will be VoIP.
60.	4.4.1	The RFP states "The UCD System will include a state of the art telephony switch, with the future option of unified messaging." In section 4.3.1 it is stated that DTS will continue to host the production and pre-production environments and in section 4.4.1 defines the UCD to include a switching platform and unified messaging. Should we interpret this to mean that the proposed solutions should include PBX functionality that will be hosted and managed by DTS with the applications residing on this platform managed by EDD staff?	No, the PBX solutions are not required to be hosted and managed by DTS. The Bidder may propose a solution (see Section 6B, Requirement # 69) in which the Bidder hosts the UCD and the call network, subject to the other UIMOD RFP requirements (e.g. security, administration).

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61.	6C	The RFP states "For the Web and IVR, the system must allow the Public User to select and order public forms that do not require prior system authentications. The IVR system must allow Claimant to order forms." If there is no prior system Authentication, what type of delivery method should the IVR expect to deliver written "Public Forms"?	The question assumes two separate Technical Requirements refer to claim-specific forms (See 6C Requirement#s 9 and 25). This is not the case. Requirement #9 refers to callers requesting forms that are not claim specific. This will not require any prior authentication. Public (non-claim-specific) forms are not restricted in their method of delivery (web, fax, mail). Requirement #25 refers to delivery of claim-specific forms that requires prior-authentication.
62.		The RFP states "The IVR system must allow Claimant to change address." Elsewhere in the RFP (e.g. Requirement 36/FCTN735) it mentions transferring calls to an address change voicemail box. Does the system also need the ability to automate address changes via speech recognition?	No. Automated addresses updates via speech recognition is not a requirement.
63.	6C.1.1	The RFP states "The System must provide the functionality that allows callers to enter a ZIP code and receive directions to the nearest EDD Job Service office." Elsewhere in the RFP (35/FCTN734) it mentions that the IVR must READ the directions. Should this be interpreted that the directions are spoken to the caller?	Customers using the IVR will have the directions to offices spoken to them by the IVR. Customers using the Web will have directions displayed textually.

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64.	General	It is clear that EDD requires a premise-based VoIP Infrastructure solution to provide EDD staff with the ability answer phone calls within the EDD data network via VoIP. As EDD has agents spread across multiple call centers, 6 currently and expanding to 15, would EDD accept a proposal which provides a call center solution which is hosted in the PSTN on an MPLS network by a major carrier which includes the IVR and skills-based virtual call center and routing capabilities? This architecture would meet all of EDD's requirements regarding a premise-based VoIP infrastructure for call routing, while still providing EDD with the ability to manage all of the IVR applications and routing and reporting requirements as defined in RFP OSI 7100-181.	The Bidder may propose a solution (see Section 6B, Requirement #69) in which the Bidder hosts the UCD and the call network, subject to the other UIMOD RFP requirements (e.g. security, administration).
65.	General	Does EDD require a premise-based VoIP PBX solution or would EDD accept a bid that includes IP Centrex to all agents across the 15 call centers?	The Bidder may propose a solution (see Section 6B, Requirement # 69) in which the Bidder hosts the UCD and the call network, subject to the other UIMOD RFP requirements (e.g. security, administration).
66.	General	Does EDD require a call center solution that includes the ability to route non-voice media such as emails, faxes, web-form posts, scanned white mail, and web chat? If so, does EDD require that the call center solution be able to report separately on each channel, i.e. email separate from a fax which is separate from a web-form post, etc?	The ability to route non-voice media as part of a call-center solution is not a requirement.
67.	General	Does EDD require a call center solution to work and interface directly with the workflow engine used as part of the CCR subproject? If so, does EDD require that agents in the call center be able to see what back office and other workers (adjudication, etc.) are doing regarding a particular claim?	The EDD is not adverse to the call center solution working and interfacing directly with the CCR workflow engine. The system must meet the RFP Section 6C Requirement #s 13 through 20.

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68.	6C.5.5.1	<p>Requirement 575 – "The Contractor must propose a UCD system with dynamic capacity allocation; i.e., for in-coming calls, capacity will be allocated so that there is little to no excess capacity and EDD will pay for only the capacity that is used."</p> <p>Question - the requirement implies a managed service/hosted model where EDD could pay based on a per port, per-minute, or per drink basis, with the system capable of expanding dynamically based on caller demand/volume. Is EDD interested in a hosted call center infrastructure including IVR and centralized call routing and queuing? This model provides EDD the ability to manage their own IVR, call routing, and any other call center applications dynamically, in real-time, if needed.</p>	The EDD will consider a solution that includes a hosted call center infrastructure including IVR and centralized call routing and queuing.
69.	6C.5.5.1	<p>Requirement 575 – "The Unified Call Distribution (UCD) system must support distribution of calls at a peak hour level to the 15 call centers as shown in Appendix E - Peak Volume Estimator. a)The UCD system must provide an anticipated wait message for all calls queued. If the anticipated wait time exceeds 10 minutes, then the UCD system must play a custom message in the network to advise callers all agents are busy and to try again later. The EDD must be able to update these messages at will."</p> <p>Question – same as for requirement 575. The requirement states that the system must play a custom message in the network. Could this be in the PSTN on an MPLS network where all of the call center applications, IVR, routing, etc., is hosted at the network level with EDD having full capabilities of managing and controlling IVR applications, routing rules, etc.?</p>	The Bidder may propose a solution (see Section 6B, Requirement # 69) in which the Bidder hosts the UCD and the call network, subject to the other UIMOD RFP requirements (e.g. security, administration).

Question Number	RFP Section	Bidder Question	State Response
70.	6C.5.21.11	Requirement 708 – “The UCD may reside in the PSTN. The System must terminate calls coming in from the PSTN and distribute calls to the agents at the call centers.” Question – this implies that the VoIP PBX infrastructure is to be premise-based but that the IVR and skills-based routing infrastructure could be hosted in the PSTN. Does EDD view the VoIP PBX infrastructure separately from the IVR and skills-based routing infrastructure? As long as EDD can dynamically manage IVR and skills-based call routing rules in real-time and the solution meets the requirements of RFP OSI 7100-181, will EDD accept bids that include IVR and call center applications which are hosted in the PSTN on an MPLS network but interface directly with the premise-based VoIP PBX infrastructure?	The Bidder may propose a solution (see Section 6B, Requirement #69) in which the Bidder hosts the UCD and the call network, subject to the other UIMOD RFP requirements (e.g. security, administration).

Question Number	RFP Section	Bidder Question	State Response
71.	6C.5.21.11	Requirement 711 – “The System must be configured with a central UCD with local VoIP systems at each call center. Contractor supplied telephones must connect to the existing LAN within each call center. While it is possible that the UCD will reside in the Public Switch Telephone Network (PSTN), the local call centers must have local VoIP equipment, such as VoIP Gateways and VoIP switches, to distribute the calls to the agents.” Question – this implies that the VoIP (Private Branch Exchange) PBX infrastructure is to be premise-based but that the Interactive Voice Response (IVR) and skills-based routing infrastructure could be hosted in the PSTN. Does EDD view the VoIP PBX infrastructure separately from the IVR and skills-based routing infrastructure? As long as EDD can dynamically manage IVR and skills-based call routing rules in realtime and the solution meets the requirements of RFP OSI 7100-181, will EDD accept bids that include IVR and call center applications which are hosted in the PSTN on an MPLS network but interface directly with the premise-based VoIP PBX infrastructure?	The Bidder may propose a solution (see Section 6B, Requirement #69) in which the Bidder hosts the UCD and the call network, subject to the other UIMOD RFP requirements (e.g. security, administration).
72.	6C.5.24.3	Requirement 770 – does EDD require a Unix-based OS for all call center applications and servers, including skills-based routing, reporting, and IVR servers? If so, is there a particular flavor of Unix that EDD requires?	No, EDD does not require a Unix-based Operating System for all call center applications. This requirement is only providing an example; EDD has guidelines and standards for both Unix and Windows based systems. See the Bidders Library, DTS/EDD folder for specifics.
73.	6C.5.25.1	Requirement 776 – does EDD require that the IVR platform be 100% vXML 2.0 and compliant and not contain any wrappers or proprietary code/versions?	While the IVR solutions may have other extensions installed, the IVR must fully support VoiceXML 2.0.
74.	Various	The RFP is not clear on EDD's desires for the call center. Specifically does EDD desire a hosted solution or a premise-based system?	Refer to question and answer #1.

Question Number	RFP Section	Bidder Question	State Response
75.	1.5	Re: Key Date #12...how much in advance of final submission of proposal, will answers be provided.	The State will attempt to post responses to the UIMOD procurement website at least two (2) weeks prior to the submission of proposals.
76.	5.2	Is the Intent to Bid letter required for sub-contractors or only for the PRIME Bidders?	The Intent to Bid letter is only required of companies that will be Prime bidders.
77.	2.3.9.3	Please clarify the difference between statement #2, which uses language "not mentioned at all" vs. statement #1, which uses the word "omitted". In statement #1, The Bidder is not expected to supply the item, whereas in statement #2, The Bidder shall supply the item at no cost.	Number 1 refers to items addressed in a bidder's proposal narrative and omitted from the bidder's cost proposal. For this circumstance, the State will interpret that the Bidder plans to provide the items at no cost to the State. Number 2 refers to items that are not addressed in a bidder's proposal. For this circumstance, the State will interpret that the Bidder does not intend to supply to the State.
78.	1	Does EDD expect to award CCNPAU and CCR to the same bidder? If so, what is the CCNPAU/UIMOD RFI attempting to do? In other words how does CALNET II effect this RFP?	Refer to RFP Section 1.1, last paragraph. The EDD enterprise is required to move from CalNET I to CalNET II by July 2008 which created the need for EDD to issue an RFI in April 2007. Depending on the direction EDD takes for the move to CalNet II, the requirements for the UIMOD RFP CCNPAU subproject may be impacted.
79.	1	Will the State consider extending the due date for draft proposals?	An addendum will be issued if the State determines an extension is needed.
80.	10	Demonstration-Does the state expect to "visit" a production call center and then see/demonstrate requirements in a "non-production" or "lab" environment. 1.E. failover will likely not be demonstrable in a customer's production call center.	No, the State does not expect to visit a production call center. Refer to RFP Section 10.2, third paragraph.
81.		What is the impact of CALNET II contract to CCNPAU?	Refer to question and answer #78.
82.		What is the status of EDD using the CALNET II contract to procure the call center technology? Can we expect an addendum that addresses this?	Refer to question and answer #78. An addendum will be issued if the EDD's decision on CalNet II impacts the UIMOD RFP.

Question Number	RFP Section	Bidder Question	State Response
83.	1.8	Can a bidder have 2 people go thru the UI Operations Tour on one day..and 2 others on another day?	Yes. Bidder tours of UI program operations are conducted over two consecutive days. If a bidder company wants to send two staff the first day and two different staff the next day.....that is permissible.
84.		Given the requirement to use Microsoft development tools and microsoft's reluctance to sign the the state's terms and conditions, will EDD work with Microsoft to find terms and conditions that work and provide those to the Prime bidders in order to comply with DGS licensing requirements?	Terms and conditions for third-party software providers have been set forth in RFP Sections 5.15 and 6B.4.2.
85.	1.9	When can bidders meet with Department of Technology Services (DTS)?	Bidders can schedule confidential meetings with DTS to discuss service offerings, rates and constraints as soon as they are ready. To request a meeting the Bidder company must contact the Procurement Official to schedule. See RFP Section 1.9.
86.	1.6	Will the State consider giving Bidder Library access to subcontractors?	Yes, the State will grant subcontractors access to the Bidders' Library. Subcontractors may submit a Letter of Intent to Bid and Confidentiality Statement (Exhibits 5.1 and 5.2) to the Procurement Official. Subcontractors should check the appropriate box on the Letter of Intent and add language to read, "We intend to participate as a subcontractor".
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87.		Can you clarify the call volume and call blocking rates for calls into the network, to the IVR and to the call center?	The UIMOD Special Project Report (SPR) document located in the Bidder's Library provides additional information on call volume and blocking rates. Refer to the UIMOD SPR Section 3.4.1.2 Call Centers. Additional information on call volume and blocking rates will be added to the Bidder's Library. A forthcoming addendum will update Appendix K, Bidders' Library.

Question Number	RFP Section	Bidder Question	State Response
88.		Can you provide the estimated (average) number of CCR (papers) processed per day (peak/non-peak)?	The numbers are total documents scanned. For 2006, the highest daily total was the Monday after Thanksgiving when 94,405 documents were processed. The highest weekly total was the week ending 12/02/06 when 247,825 documents were processed. The lowest weekly total this year (2007) was 206,179 for the week ending 5/26/07. The EDD receives the majority of the mail on Monday and Wednesday. Friday is usually the lowest workload day, with an average of 16,000 documents.
89.	8.5	In Section 8.5, the RFP states that all proposals should be submitted in Microsoft Word format. Combining Section 5, and Sections 6A-6E files into one file creates a document of approximately 400 pages without any answers. We have found that large Word documents at times become somewhat unmanageable. Would EDD consider separate Word files for the proposal in a zip file or one PDF file of the entire proposal.	The RFP does not require Bidders to submit one Microsoft Word file for draft or final proposals. The compact disk (CD) submitted with the proposal hardcopies may contain multiple Microsoft Word files (refer to Section 8.5, paragraph 5). The CD may contain a zip file of Word documents. A Portable Document File (PDF) is not acceptable.
Q&A Set 4 – July 9, 2007			
90.	1.5	Could you provide a status update for the UIMOD procurement? Can you provide a rough estimate of when we may see a revised RFP?	The UIMOD Project will issue an RFP addendum after an EDD decision is made regarding CalNet II. Refer to question and answer #78